

DMH Satisfaction Survey Results

Consumer Satisfaction - 2000

Alcohol and Drug Abuse Services

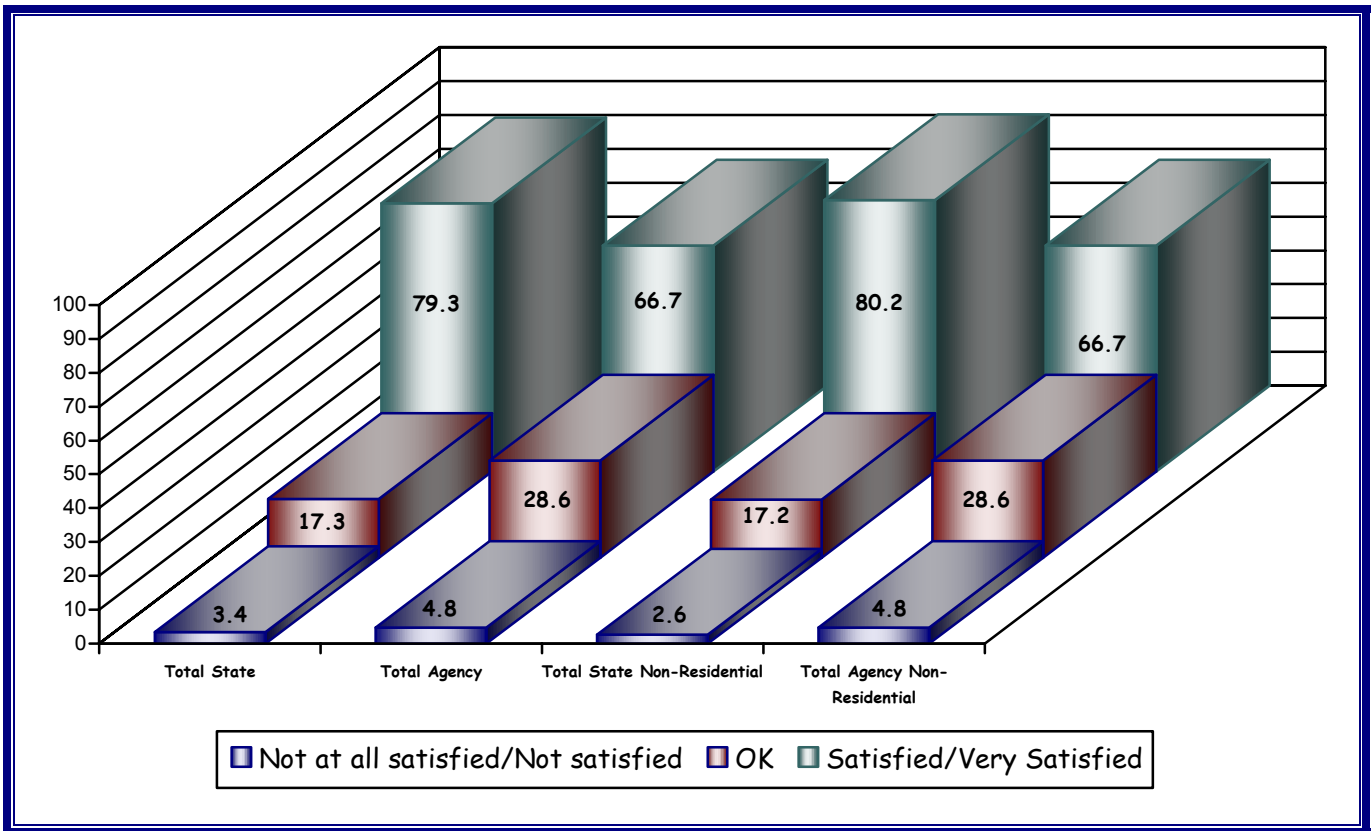
Agency: Preferred Family Healthcare, Inc.

Data: Total St. Joseph Facility

Demographics: Total St. Joseph

		Agency Survey Returns	
		Total Consumers Total Agency	Total Consumers Non-Residential
SEX	Male	39.1%	39.1%
	Female	60.9%	60.9%
RACE	White	82.6%	82.6%
	Black	0%	0%
	Hispanic	4.3%	4.3%
	Native American	0%	0%
	Pacific Islander	0%	0%
	Other	13.0%	13.0%
MEAN AGE		15.39	15.39
	0-17	100.0%	100.0%
	18-49	0%	0%
	50+	0%	0%

Overall Satisfaction with Services: Total St. Joseph



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 79.3% of the individuals served by the Division of Alcohol and Drug Abuse were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency who rated it as "satisfied" or "very satisfied" was lower than the state average (66.7% for this agency versus 79.3% for the state).

Satisfaction with Services: Total St. Joseph

How satisfied are you . . .	Total Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency
with the staff who serve you?	4.22 (1915)	4.17 (23)	4.24 (1369)	4.17 (23)
with how much your staff know about how to get things done?	4.08 (1911)	3.83 (23)	4.11 (1366)	3.83 (23)
with how staff keep things about you and your life confidential?	4.21 (1919)	4.14 (22)	4.21 (1371)	4.14 (22)
that your treatment plan has what you want in it?	4.11 (1907)	3.78 (23)	4.12 (1365)	3.78 (23)
that your treatment plan is being followed by those who assist you?	4.16 (1898)	3.78 (23)	4.14 (1355)	3.78 (23)
that the agency staff respect your ethnic and cultural background?	4.29 (1876)	4.17 (23)	4.29 (1346)	4.17 (23)
with the services that you receive?	4.20 (1915)	3.95 (21)	4.23 (1369)	3.95 (21)
that services are provided in a timely manner?	4.08 (1373)	3.73 (22)	4.08 (1373)	3.73 (22)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.				

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Programs were satisfied with the services they received. All ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings for this agency ranged from 3.73 to 4.17. The highest rated items were that the agency staff respect the consumer's ethnic and cultural background and with the staff who serve them. The lowest rated item was with services being provided in a timely manner.

Satisfaction with Quality of Life: Total St. Joseph

	Total Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency
How satisfied are you . . .				
with how you spend your day?	3.69 (1904)	3.09 (23)	3.74 (1360)	3.09 (23)
with where you live?	3.77 (1885)	3.78 (23)	3.77 (1344)	3.78 (23)
with the amount of choices you have in your life?	3.63 (1917)	3.04 (23)	3.62 (1373)	3.04 (23)
with the opportunities/ chances you have to make friends?	3.82 (1907)	3.74 (23)	3.76 (1363)	3.74 (23)
with your general health care?	3.80 (1872)	3.43 (23)	3.80 (1339)	3.43 (23)
with what you do during your free time?	3.74 (1897)	3.91 (23)	3.79 (1359)	3.91 (23)
How safe do you feel . . .				
in your home?	4.26 (1897)	4.35 (23)	4.29 (1367)	4.35 (23)
in your neighborhood?	4.08 (1894)	4.35 (23)	4.12 (1362)	4.35 (23)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.				

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- Overall, the consumers served by this agency were most satisfied with how safe they feel in their home and neighborhood (means of 4.35) and least satisfied with the amount of choices in their lives (mean of 3.04).

DMH Satisfaction Survey Results

Consumer Satisfaction - 2000

Alcohol and Drug Abuse Services

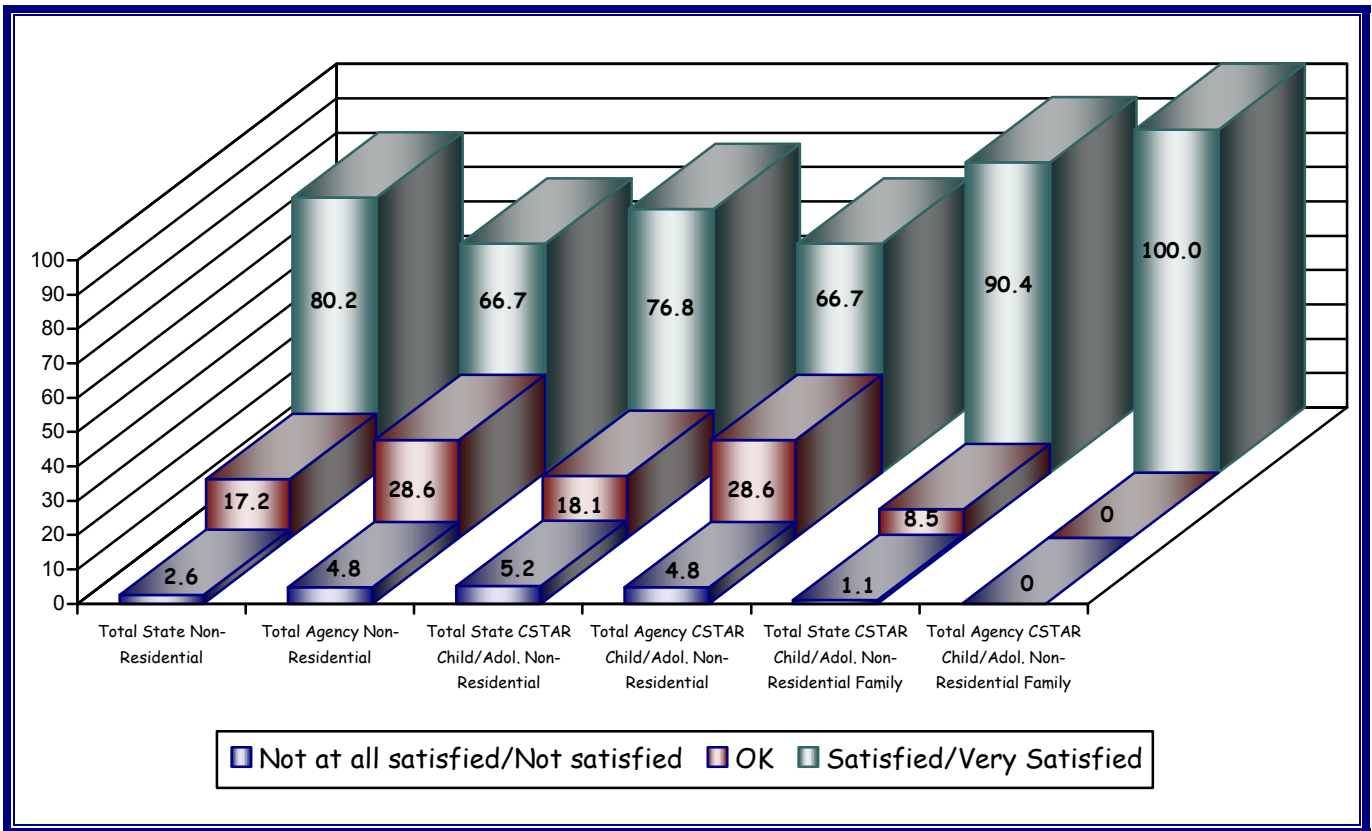
Agency: Preferred Family Healthcare, Inc.

Data: Total St. Joseph Non-Residential

Demographics: St. Joseph Non-Residential

		Agency Survey Returns		
		Total Consumers Non-Residential	CSTAR Child/Adolescent Non-Residential Consumers	CSTAR Child/Adolescent Non-Residential Family
SEX	Male	39.1%	39.1%	50.0%
	Female	60.9%	60.9%	50.0%
RACE	White	82.6%	82.6%	75.0%
	Black	0%	0%	0%
	Hispanic	4.3%	4.3%	25.0%
	Native American	0%	0%	0%
	Pacific Islander	0%	0%	0%
	Other	13.0%	13.0%	0%
MEAN AGE		15.39	15.39	14.63
	0-17	100.0%	100.0%	100.0%
	18-49	0%	0%	0%
	50+	0%	0%	0%

Overall Satisfaction with Services: St. Joseph Non-Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 80.2% of the individuals served by the Division of Alcohol and Drug Abuse Non-Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency's Non-Residential Program who rated it as "satisfied" or "very satisfied" was lower than the state average (66.7% for this agency versus 80.2% for the state).
- The CSTAR Child/Adolescent Family Members were very satisfied with the services received.

Satisfaction with Services: St. Joseph Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		CSTAR Child/Adolescent Non-Residential Consumer		CSTAR Child/Adolescent Non-Residential Family	
	State	Agency	State	Agency	State	Agency
with the staff who serve you?	4.24 (1369)	4.17 (23)	4.18 (156)	4.17 (23)	4.55 (94)	4.75 (4)
with how much your staff know about how to get things done?	4.11 (1366)	3.83 (23)	3.99 (155)	3.83 (23)	4.45 (94)	4.00 (4)
with how staff keep things about you and your life confidential?	4.21 (1371)	4.14 (22)	4.23 (154)	4.14 (22)	4.72 (93)	5.00 (4)
that your treatment plan has what you want in it?	4.12 (1365)	3.78 (23)	3.98 (157)	3.78 (23)	4.41 (94)	4.75 (4)
that your treatment plan is being followed by those who assist you?	4.14 (1355)	3.78 (23)	3.85 (156)	3.78 (23)	4.43 (94)	4.25 (4)
That the agency staff respect your ethnic and cultural background?	4.29 (1346)	4.17 (23)	4.33 (156)	4.17 (23)	4.62 (91)	5.00 (3)
With the services that you receive?	4.23 (1369)	3.95 (21)	4.10 (155)	3.95 (21)	4.50 (94)	4.75 (4)
That services are provided in a timely manner?	4.08 (1373)	3.73 (22)	4.00 (155)	3.73 (22)	4.46 (93)	4.25 (4)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Non-Residential Programs were satisfied with the services they received. Ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this agency's Non-Residential Program ranged from 3.73 to 4.17. The highest rated items were that the agency staff respect the consumer's ethnic and cultural background and with the staff who serve them (means of 4.07) and the lowest rated item was with services being provided in a timely manner (mean of 3.50).

Satisfaction with Quality of Life: St. Joseph Non-Residential

	Total Non-Residential Consumers		CSTAR Child/Adolescent Non-Residential Consumers		CSTAR Child/Adolescent Non-Residential Family	
	State	Agency	State	Agency	State	Agency
How satisfied are you . . .						
with how you spend your day?	3.74 (1360)	3.09 (23)	3.52 (153)	3.09 (23)	3.81 (91)	3.75 (4)
with where you live?	3.77 (1344)	3.78 (23)	3.60 (151)	3.78 (23)	4.07 (92)	4.50 (4)
with the amount of choices you have in your life?	3.62 (1373)	3.04 (23)	3.25 (155)	3.04 (23)	4.02 (92)	2.75 (4)
with the opportunities/chances you have to make friends?	3.76 (1363)	3.74 (23)	3.88 (155)	3.74 (23)	3.80 (92)	3.00 (4)
with your general health care?	3.80 (1339)	3.43 (23)	3.74 (139)	3.43 (23)	4.27 (91)	3.25 (4)
with what you do during your free time?	3.79 (1359)	3.91 (23)	3.91 (152)	3.91 (23)	3.87 (92)	3.00 (4)
How safe do you feel . . .						
in your home?	4.29 (1367)	4.35 (23)	4.55 (155)	4.35 (23)	4.58 (92)	4.50 (4)
in your neighborhood?	4.12 (1362)	4.35 (23)	4.47 (154)	4.35 (23)	4.42 (92)	4.75 (4)
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>						

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Non-Residential Program at this agency were most satisfied with how safe they feel in their home and neighborhood (means of 4.35) and least satisfied with the amount of choices they have in their life (mean of 3.04).

